xylem



Staying cybersecure in a digital world

As more system operators adopt increasingly connected and integrated solutions, there is a growing need to ensure cybersecurity protections. At Xylem, we seek to maintain your trust in our solutions, empowering clients to solve the world's greatest water challenges with innovative products, services and solutions.

Xylem is a technology company with a commitment to innovation and the cybersecurity of our solutions through continuous improvement. Along with a risk-based design and implementation approach, our engineering, development, and cybersecurity teams remain diligently focused on the identification and management of cybersecurity risk.



Cybercrime risk is increasing

The cost of cybercrime is projected to cost the world $12.2 trillion (USD) annually by 2031.[1]

(1) Cybersecurity Ventures, 2025 Official Cybercrime Report

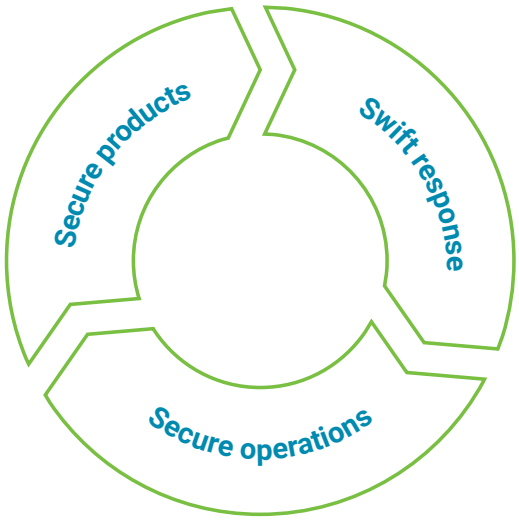
We take a whole system view of risk, evaluating every stage of the water process

Our approach prioritizes:

Secure products. We ensure products are secure by design, minimizing vulnerabilities and building in security features through development, testing, and deployment. Secure software development processes are guided by industry standard frameworks such as ISA/IEC 62443-4-1 and NIST SSDF.

Swift response. We develop response plans and provide industry-leading forensics and response for your operations when facing cyber incidents.

Secure operations. We prioritize continued operational resilience by conducting ongoing assessments, upgrades, and monitoring. Guided by industry-standard frameworks such as NIST CSF and ISO 27001.



Xylem Vue Secure Connect

Confidentiality, integrity, and availability of our customer data is vital to business operations and safety. Secure Connect is securely hosted, guided by industry standard frameworks such as NIST CSF and ISO 27001.

Data Security

- Data in motion is encrypted using TLS 1.2 or later, providing secure communications over untrusted networks.
- Data at rest is encrypted using industry standard techniques.
- Regular backups are taken to restore system to normal state in case of accidental loss.
- All data is stored in AWS (Amazon Web Services) which is certified with: ISO 27001.

Infrastructure Security

- WAF (Web Application Firewall) is enabled for all Xylem applications. WAFs provides logging and monitoring of potential attacks.
- Hosted environment is continuously monitored for upgrade requirements, secure configurations, vulnerabilities and cyber threats.
- Security controls, enabling traceable monitoring, alerting, and auditing capabilities.
- Next generation anti-malware and threat protection.

Secure Access

- Strong authentication scheme based on OpenID Connect (OIDC) including support for Azure AD integration.
- Additional layer of security for login access with multi-factor authentication as well as support for IP-based or VPN restricted access.
- Role based authorization enforcement allow customers to have granular control over who has access to their data and screens.

IEC 62443-4-1 certification

The Xylem office responsible for developing Secure Connect is certified under the IEC 62443-4-1, a standard specializing in industrial automation and control systems security. This certification demonstrates our commitment to addressing cybersecurity challenges in industrial environments, ensuring robust protection for critical infrastructure.

The NIS 2 Directive and EU Cyber Resilience Act (CRA)

We continuously monitor evolving cybersecurity regulations and industry expectations, including NIS 2 and CRA, to support secure products, services, and customer outcomes.

This includes:

- Ongoing cybersecurity enhancements
- Increased security-related documentation and guidance
- Continued support for cybersecurity discussions and assessments
- Transparency regarding applicable regulatory developments

For more information and resources, scan the QR code to visit our dedicated Cybersecurity portal.

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Let's Solve Water